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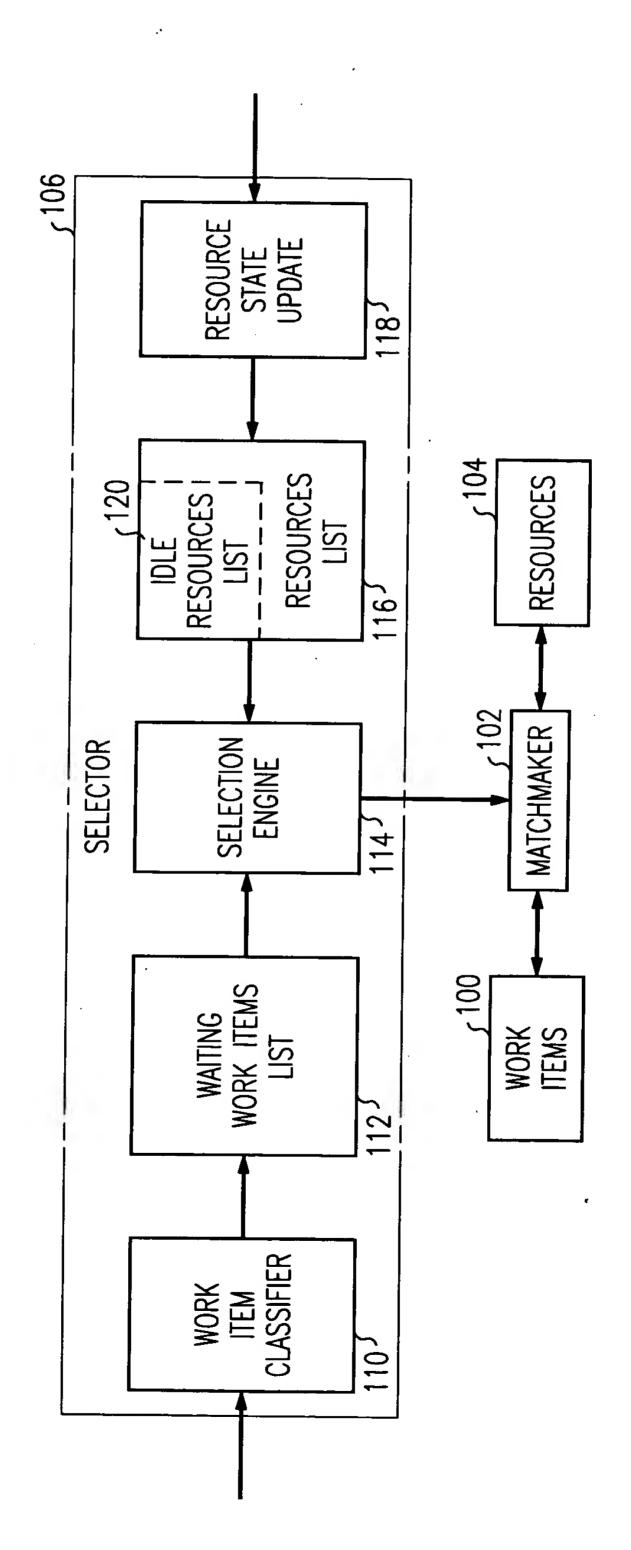


FIG. 1

	200										
			RESOL	RESOURCE <u>1</u> QUALIFICATIONS	UALIFIC	ATIONS					
202~	SKILLS (m)	m = 1	s = w	•	•	•	•	•	•	•	m = K
204~	SKILL LEVELS (A)	N - 0	N — 0	•	•	•	•	•	•	•	0 – N
206~	SKILL ALLOCATION GOALS (G)	%	%	•	•	•	•	•	•	•	%
208~	TOTAL SKILL TIMES (TT)			•	•	•	•	•	•	•	
210~	WORK TIME	JWII -O39907	<u> </u>	LOGGED-IN IN-CALL TIME TIME	ACW	BUSY TIME	READY TIME		PRO (	TOTAL PROCESSING TIME (TP)	; TIME
212~	STATE	Ь	RESEN	PRESENT STATE			TIME OF LAST STATE CHANGE	LAST S	TATE	CHANGE	

FIG. 2

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3/5

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			WORK ITE	M <u>n</u> CL	WORK ITEM <u>1</u> CLASSIFICATIONS	NS			:			
302~	SKILLS SKILLS	m = 1	m = 2	•	•	•	•	•		•	•	m = M
304~	SKILL REQUIREMENTS (BRR)	1/F	1/F	•	•	•	•	•	•	•	•	1/F
306~	SKILL WEIGHTS (BR)	N - 0	N - 0	•	•	•	•	•	•	•	•	N - 0
308~	RESOURCE FAIRNESS (T) WEIGHTS (TW)	TOTAL	TOTAL IDLE TIME (1) TW <sub>1</sub>	(1)	PERCENT NON-OCCUPIED TIME (2) TW <sub>2</sub>	ION-OCCI	CUPIED 2	TIME (		ERVICE	SERVICE OBJECTIVE (3) TW3	TIVE (3)
312~	WORK ITEM FAIRNESS (C) WEIGHTS (CW)	PRESENT	PRESENT WAIT TIME (1) CW1	E (1)	ESTIMATED		WAIT TIME (2) SW <sub>2</sub>	(2)		TIME	TIME EXCEEDING TARGET WAIT TIME (3) CW <sub>3</sub>	DING IME (3)
314~	RESOURCE SURPLUS (RS) WEIGHTS (W)		BUSINESS VALUE (BV) WRSBV	S VALUE Wrsbv	(BV)			RESOURCE FAIRNESS (T) WAT	RCE F	FAIRNE! Wat	SS (T)	
316~	WORK ITEM SURPLUS (WS) WEIGHTS (W)		BUSINESS VALUE (BV) Wwsbv	SS VALUE Wwsbv	(BV)			WORK ITEM FAIRNESS (C)  Wcv	ITEM I	FAIRNE Wcv	(c) ss	
318~	TARGET WAIT TIME (TARGET)				~							

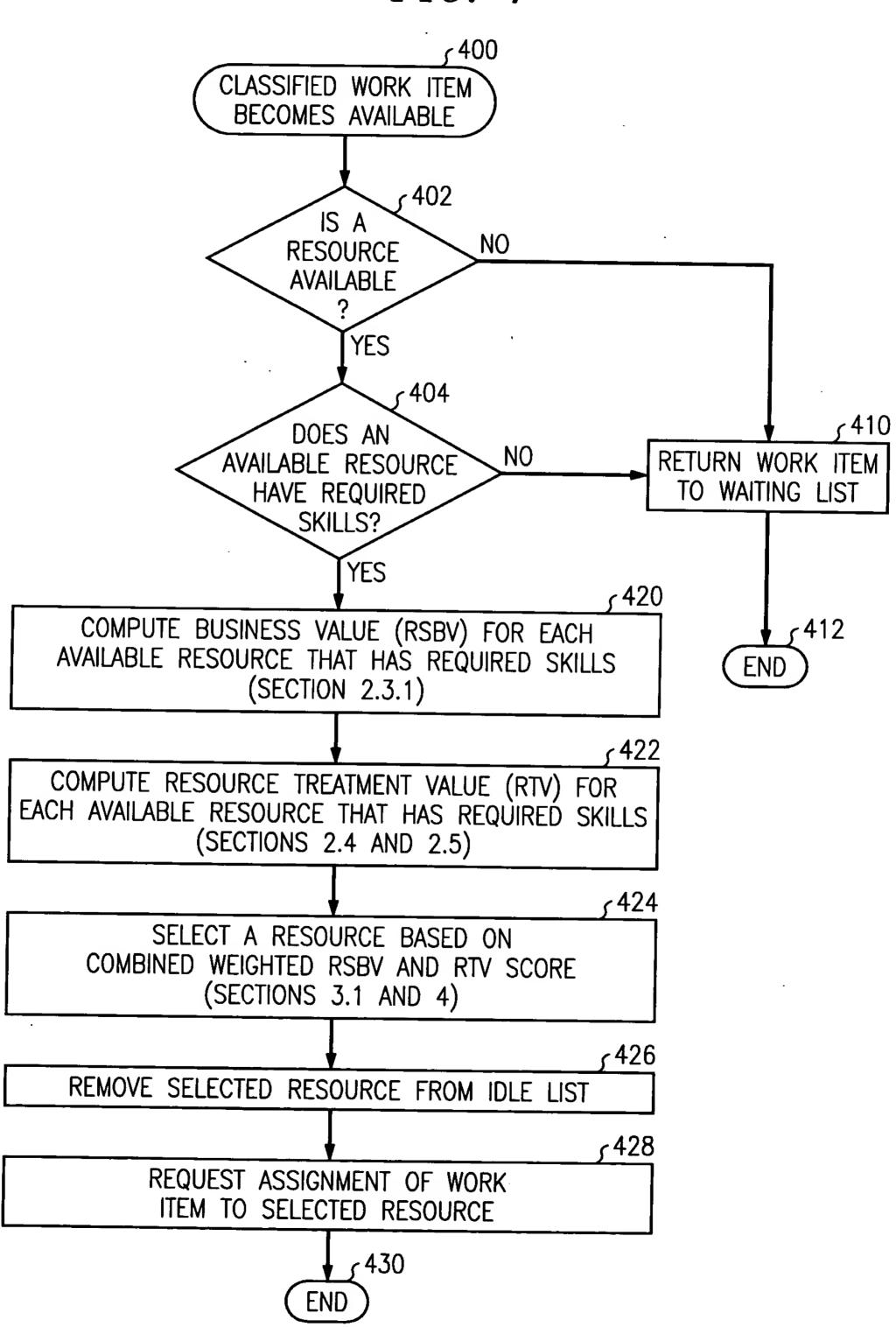
FIG. 3

CLASS SUBCLASS



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FIG. 4



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## FIG. 5

